

ABSTRACT OF THE DISCLOSURE

[0281] An apparatus and method for monitoring the performance of an interactive voice response (IVR) system used by an automated call processing center generates logs of call activity, determines routing information from the logs, notes predetermined significant activity in agent-caller dialog portions of calls routed to an agent in the logs, and determines at least one quantity correlated to a true intention of callers. A performance model of the IVR system is generated from the logs. The logs, the routing information, the quantity correlated to the true intention of the callers, and the performance model are analyzed to determine a performance value of the IVR system, which is used to monitor the IVR system.

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